
Higher Level of Support for Large Enterprise Businesses

Digital infrastructure has become crucial to an enterprise's ability to compete, and any degradation in performance has serious implications to you, your company and your customers.

How do you ensure your Riverbed solutions are always optimized to perform at their best, and return to peak performance as quickly as possible when there are problems?

Today's hyper efficient digital performance solutions unleash their full potential when they operate at maximum effectiveness. We can help you do just that with our Riverbed® SteelSupport™ for Large Enterprise offering.

Riverbed SteelSupport for Large Enterprise


SteelSupport for Large Enterprise helps with a maintenance and support solution that wraps itself around Riverbed's standard SteelSupport to optimize digital performance. In addition to traditional break-fix coordination, this offering provides access to a designated Advanced Support Engineer (ASE) to

partner with your organization to help maximize utilization and uptime. The ASE will have an in-depth understanding of your account and will connect your teams with appropriate subject matter experts (SMEs) in our global technical support centers to help you recover with quick solutions and to address your how-to questions so you can achieve your objectives.

SteelSupport for Large Enterprise provides advice and support regarding Riverbed products for periods ranging from minutes to several hours. Where a particular customer concern or issue requires more extensive professional services engagements, the ASE will frame the problem with knowledge of your account and work with other Riverbed functions to propose the appropriate consulting engagements.

With assigned focus to limited accounts, the ASE knows you and your company, as well as your objectives, challenges, and implementation. The ASE carefully coordinates both tactical and strategic support to help you achieve maximum success.

The ASE helps provide recommendations on feature usage to optimize your investments and in support of your entire Riverbed portfolio. We make release notes relevant to your particular business so you can improve visibility and sustain success.



Benefits

Riverbed SteelSupport for Large Enterprise helps maximize uptime and optimize performance for your Riverbed solutions with:

- An ASE that provides a primary point of support contact with a deep understanding of your environment and history
- Access to SMEs familiar with your network and application environment to accelerate case management, as coordinated by the ASE
- Access to reserved Riverbed Technical Support Engineers, as coordinated by the ASE
- Expedited escalations to product specialists for critical issues, as coordinated by the ASE
- Saturday Gold RMA delivery¹
- Expert advice regarding evaluation, roll-out, and operation of new Riverbed features and technologies
- Notification of Riverbed software updates and new features for upgrade planning

¹ Extends RMA Delivery for assets under gold support contracts to Saturday, contingent on availability.

Accelerate Return on Your Riverbed Investment

The ASE provides a range of support services that enable you to get the most from your Riverbed investment, taking full advantage of every capability and benefit.

Key Features	Description
Advanced Support Engineer (ASE)	<ul style="list-style-type: none">• The ASE is a designated technical champion for all Riverbed Support matters• In-depth knowledge of customer network and case history• Can accelerate case management through direct access to SMEs• ASE access is available as a 24x7 global resource(s) for Priority 1 support issues• Provides ongoing proactive communication with the customer for case reviews and change control management<ul style="list-style-type: none">- bug scrubs- security alerts- performance by asset, e.g., capacity check and telemetry data (if configured)• Provides Riverbed product deployment architecture, methodology, and support documentation• Documents and archives your specific architecture and implementation to help with troubleshooting and targeted advisory services• A primary named ASE will be assigned to your account; when your primary named ASE is not available, an alternative ASE who is familiar with your account will be made available

Key Features	Description
Fast Track Escalations	<p>Customer will have access to shorter response times for certain issues when contacting Riverbed Support:</p> <ul style="list-style-type: none"> • Priority 1 (Critical) – Riverbed to initially respond within 30 minutes following receipt of a call or trouble report for support • Priority 2 (High) – Riverbed to initially respond within 2 hours following receipt of a call or trouble report for support • Daily Riverbed Support management review of Priority 1 and Priority 2 issues • Issue notification sent to account email alias that includes customer’s sales and support executives for all Priority 1 and Priority 2 cases
Reporting	<ul style="list-style-type: none"> • The ASE will host a monthly support case review via teleconference and provide a monthly report that includes: <ul style="list-style-type: none"> - support case numbers - Riverbed Support response time by individual case - case priority - case status - case open/closed status • The ASE will provide a quarterly report that includes a summary of the following: <ul style="list-style-type: none"> - volume of support cases by priority, product, and problem type - Riverbed Support response time by case priority - bug notices, RMA trends, support contract status, support inventory report • The ASE will provide an annual report once every 12 months that summarizes the previous four quarterly reports* • The ASE will conduct a quarterly business review (QBR) that includes: <ul style="list-style-type: none"> - a review of the quarterly report for the previous quarter - Once every 12 months, a review of an annual report* covering the previous four quarters <p><small>* Annual reports are not provided for SteelSupport for Large Enterprise service engagements of less than 12 months, if applicable.</small></p>

Scope

SteelSupport for Large Enterprise does not modify or replace any current support, maintenance, or professional services already purchased. SteelSupport for Large Enterprise is a value added advanced support offering that bolsters customer success by focusing primarily on the health of your existing estate of Riverbed solutions, thus enabling trusted and accurate analysis and digital performance improvements. The customer must have a current Silver, Gold, Gold Plus, or Platinum Riverbed end user support contract (where Riverbed provides level 1, level 2, and level 3

support to customer) for its Riverbed products to be eligible to purchase SteelSupport for Large Enterprise for those products. A purchase of SteelSupport for Large Enterprise covers all customer products under a valid end user support contract; if a customer has any Riverbed products that are not under a current Riverbed end user support contract, Riverbed will not provide SteelSupport for Large Enterprise for those products. SteelSupport for Large Enterprise is not available for any products for which the customer did not purchase direct Riverbed support services (e.g. products where

a Riverbed authorized reseller, distributor, or service provider partner provides the initial levels of support (including telephone and email support) for such products to the customer).

SteelSupport for Large Enterprise is delivered remotely unless applicable Travel & Expenses (T&E) are purchased separately. This service does not include any Riverbed products. All Riverbed products or product usage, as applicable, must be purchased separately.

SteelSupport for Large Enterprise Services are offered on a minimum contract term of at least 12 months. All features and quantities described in the Service Feature

table are offered over the applicable contract period for SteelSupport for Large Enterprise and may not be used after such contract period has expired.

Your ASE may occasionally recommend specific incremental professional services or training offerings to achieve desired business and technical outcomes. These can include packaged services or custom engagements tailored for your unique requirements. Any professional services and training engagements must be purchased separately.

Invoicing and Pricing

For pricing information, please contact your Riverbed sales representative at renewals@riverbed.com or learn more at riverbed.com/support.html.

If you are purchasing directly from Riverbed, additional terms and conditions applicable to invoicing and payments are set forth in the Agreement. If you are purchasing through an authorized Riverbed channel partner, please contact your channel partner representative for details on invoicing, payment, and fees.

All SteelSupport for Large Enterprise services provided by Riverbed are subject to the applicable terms and conditions available at riverbed.com/steelsupportforlargeenterprise ("**Agreement**"). If you have a separate mutually signed agreement with Riverbed expressly covering the sale of SteelSupport for Large Enterprise services, then the express terms of that agreement will govern, provided that in the event of a conflict between the Agreement and any such existing agreement, the Agreement will control with respect to the SteelSupport for Large Enterprise services.

About Riverbed

Riverbed®, The Digital Performance Company™, enables organizations to maximize digital performance across every aspect of their business, allowing customers to rethink possible. Riverbed's unified and integrated Digital Performance Platform™ brings together a powerful combination of Digital Experience, Cloud Networking and Cloud Edge solutions that provides a modern IT architecture for the digital enterprise, delivering new levels of operational agility and dramatically accelerating business performance and outcomes. At more than \$1 billion in annual revenue, Riverbed's 30,000+ customers include 98% of the *Fortune* 100 and 100% of the *Forbes* Global 100. Learn more at riverbed.com.

The Riverbed logo consists of the word "riverbed" in a lowercase, sans-serif font. The letters "river" are in a dark blue color, and the letters "bed" are in a bright orange color. A registered trademark symbol (®) is located at the top right of the letter "d".